

**Emergency Communications (EMTEL);
Requirements for communications from
authorities/organizations to individuals,
groups or the general public during emergencies**

iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

[ETSI TS 102 182 V1.4.1 \(2010-07\)](https://standards.iteh.ai/catalog/standards/etsi/ff318c03-bfca-4dc5-81fd-96188d2003be/etsi-ts-102-182-v1-4-1-2010-07)

<https://standards.iteh.ai/catalog/standards/etsi/ff318c03-bfca-4dc5-81fd-96188d2003be/etsi-ts-102-182-v1-4-1-2010-07>



Reference

RTS/EMTEL-00015

Keywords

administration, emergency

ETSI

650 Route des Lucioles
F-06921 Sophia Antipolis Cedex - FRANCE

Tel.: +33 4 92 94 42 00 Fax: +33 4 93 65 47 16

Siret N° 348 623 562 00017 - NAF 742 C
Association à but non lucratif enregistrée à la
Sous-Préfecture de Grasse (06) N° 7803/88

(https://standards.iteh.ai)
Document Preview

Important notice

Individual copies of the present document can be downloaded from:

<http://www.etsi.org>

The present document may be made available in more than one electronic version or in print. In any case of existing or perceived difference in contents between such versions, the reference version is the Portable Document Format (PDF). In case of dispute, the reference shall be the printing on ETSI printers of the PDF version kept on a specific network drive within ETSI Secretariat.

Users of the present document should be aware that the document may be subject to revision or change of status. Information on the current status of this and other ETSI documents is available at

<http://portal.etsi.org/tb/status/status.asp>

If you find errors in the present document, please send your comment to one of the following services:

http://portal.etsi.org/chaicor/ETSI_support.asp

Copyright Notification

No part may be reproduced except as authorized by written permission.
The copyright and the foregoing restriction extend to reproduction in all media.

© European Telecommunications Standards Institute 2010.
All rights reserved.

DECT™, **PLUGTESTS™**, **UMTS™**, **TIPHON™**, the TIPHON logo and the ETSI logo are Trade Marks of ETSI registered for the benefit of its Members.

3GPP™ is a Trade Mark of ETSI registered for the benefit of its Members and of the 3GPP Organizational Partners.

LTE™ is a Trade Mark of ETSI currently being registered

for the benefit of its Members and of the 3GPP Organizational Partners.

GSM® and the GSM logo are Trade Marks registered and owned by the GSM Association.

Contents

Intellectual Property Rights	5
Foreword.....	5
Introduction	5
1 Scope	6
2 References	6
2.1 Normative references	6
2.2 Informative references	7
3 Definitions and abbreviations.....	7
3.1 Definitions	7
3.2 Abbreviations	8
4 Nature of communications from authorities to citizens.....	9
5 Objectives and guidelines for an emergency notification service	10
5.1 Service objectives	10
5.2 Service features	10
5.2.1 Capacity	11
5.2.2 Delivery	11
5.2.3 Auditing	12
5.2.4 Access	12
5.2.5 Security	12
5.2.6 Performance	12
5.2.7 Coverage	12
5.2.8 Multiple languages	13
5.2.9 MMI requirements	13
5.2.9.1 Recognizing the emergency message.....	13
5.2.9.2 Displaying the message on mobile phones.....	13
5.2.9.3 Service configuration	13
5.2.10 CAP (Common Alerting Protocol)	13
6 Requirements versus technologies	14
Annex A (informative): Challenges associated with authority to citizen communication	17
A.1 Need for clear statutory responsibilities	17
A.2 Transient population.....	17
A.3 Business/Retail population	17
A.4 Night hours	17
A.5 Transport or site based incidents	17
A.6 Privacy and data protection issues.....	17
A.7 Service availability	18
A.8 Information to the citizens.....	18
A.9 Media plan for major incidents	18
Annex B (informative): Methods of communicating from authority to citizen	19
B.1 Use of the media (Broadcast Television and Radio)	19
B.1.1 RDS (Radio Data System for VHF/FM Broadcasting)	19
B.1.2 "Voice Break-In" facilities within radio rebroadcast systems	19
B.1.3 Digital Audio Broadcast (DAB).....	20
B.1.4 Digital television	20

B.2	Siren systems.....	20
B.3	Emergency Telephone Alert System (ETAS)	20
B.4	Use of mobile devices	21
B.4.1	Paging systems	21
B.4.2	Cell Broadcast Service	21
B.4.3	SMS bulk messaging	22
B.4.4	Video broadcast technologies to mobile phones	22
B.4.5	MBMS.....	22
B.4.6	MMS	22
B.4.7	USSD.....	23
B.4.8	IP Multimedia Subsystem	23
B.5	Amateur radio.....	23
B.6	Web notification.....	23
B.7	email notification.....	24
Annex C (informative):	Bibliography.....	25
History		26

iTeh Standards

(<https://standards.iteh.ai>)

Document Preview

[ETSI TS 102 182 V1.4.1 \(2010-07\)](https://standards.iteh.ai/catalog/standards/etsi/ff318c03-bfca-4dc5-81fd-96188d2003be/etsi-ts-102-182-v1-4-1-2010-07)

<https://standards.iteh.ai/catalog/standards/etsi/ff318c03-bfca-4dc5-81fd-96188d2003be/etsi-ts-102-182-v1-4-1-2010-07>